

GUEST SERVICES ASSOCIATE

SUMMARY

As assigned, the Guest Services Associate "GSA" is responsible providing excellent customer service to our clients and visitors at our MCCA facilities which includes the BCEC, Hynes, and Lawn on D under the guidance of the Guest Services Manager. This is a variable hour position, hours fluctuate based upon the needs of a particular event.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The Guest Services Manager may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable accommodation.*

Customer Service

- Greets, welcomes and assists visitors and clients
- Provides guests with directions to locations within our facilities and surrounding locations. Such as directions to public transportation, hotels, restaurants and attractions.
- Responds to questions and requests from visitors, other MCCA departments, clients and subcontractors, and provides appropriate information and or directions in a patient, efficient and courteous manner.
- Answers a variety of questions regarding the current event in the facility.
- Communicates via radio with MCCA Staff as needed for issues that may arise
- Other duties as assigned

MINIMUM QUALIFICATIONS: High school diploma or equivalent, and some work experience which shall have involved assisting the public or a combination of training and experience which provides the required knowledge, skills, and abilities.

- Must have the ability to handle stressful situations.
- Knowledgeable on the use of smartphone, tablet and other technological devices
- Must be capable of standing for long periods of time. A well-organized individual who is a team player and can relate to people at all levels of an organization, possesses excellent communication skills, flexibility and is committed to the MCCA's Mission.
- Must have the ability to work in an outside environment at times, which will include working in variable weather conditions.
- CPR Certification Preferred

WORK SCHEDULE: The variable hours for this position fluctuates based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays. Travel to other MCCA facilities is required.

DRESS CODE:

In order to project dignity and decorum expected by the public, appropriate dress and good grooming are expected of all employees. The basic uniform for this position consists of a Blazer or Vest (provided by the MCCA), a white shirt/blouse, black slacks/skirt, and comfortable black walking shoes. Black sneakers in good repair are acceptable.

To apply online please visit:

https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobid=136010&lang=en_US&source=CC560418